

San Ignacio Hotel
Shanique Saldano
Hotel Manager
115 Banana Drive
Cayo District, Belize

26th February 2019

Theophilus R. Jenkins
7126 Constitution Drive
Belmopan City, Belize

Dear Mr. Theophilus,

We received ~~complaint~~ your email ~~on your behalf~~ dated 10th February 2019 pertaining to the \$150.00 smoking fee, charged to your credit card. ~~We thank you for addressing to us your dismay with the service that was provided to you.~~ We assure you that we meet all our guests' concerns ~~are met with~~ promptness and due diligence.

We understand your dissatisfaction ~~with the of being charged a smoking fee.~~; however, it is in our company policy that a bill of \$150.00 be charged to any guests for smoking in our nonsmoking rooms. These rooms have been recently refurbished with new draping and décor that absorbs the odor of the cigarette smoke. All our guests are made aware of our non smoking policy prior to booking their rooms and we further emphasize this policy through handouts and notices posted in each rooms. We appreciated your stay with us; however, we are unable to refund you the \$150.00 as we must abide by our Company's non-smoking policy.

While we could ~~not~~ meet your demands, we hope to maintain an amicable relationship as our Hotel strives on the satisfaction of our customers. Thank you for choosing San Ignacio Hotel, we appreciate your continued support and hope to continue doing business in the future.

Sincerely,

Shanique Saldano
Hotel Manager

Commented [LMR1]: Well was it really a part of the service. He is the one who smoked.

Commented [LMR2]: Thank you for getting "guests" right☺

Commented [LMR3]: Actor/action always.

Commented [LMR4]: Wordy. Cut. Make it active.

Commented [LMR5]: So say that you will use the money to fix rooms. Explain it.

Commented [LMR6]: To much passive voice. Actor/action.

Commented [LMR7]: Ok. But eliminate passive voice and wordiness.

Earth-sphere Research Services
Shanique Saldano
President
Flowers Lane
Belize City, Belize

26th February 2019

Bernard Wagner
Mayor of Belize City
City Hall, 56 North Front Street
Belize City, Belize

Dear Mr. Wagner,

I received your letter requesting access to our grounds for your Labor Day fundraiser scheduled for 4th May. We are delighted that you have considered our facility to host your event; however, we are unable to grant this request.

While we understand the benefits of your fundraiser, hosting this event may give a public impression that our headquarters can be used in this nature leaving us inclined to grant future request. Our company has invested heavily in the renovation and landscape of our new headquarters to ensure our employees are nurtured in the best environment. Granting access to our grounds for public use leaves our facility and research projects, which may be sensitive and confidential, vulnerable to outside variables. Our staff does ~~not~~ include security personnel for these events and we are skeptical that outside security will enforce our rules and restrictions.

We hope you understand our position, and we are certain you will be successful in locating another venue for your event. We anticipate your Labor Day fundraiser will be prosperous and we wish you the best in your future endeavors.

Best Regards,

Shanique Saldano
President

Commented [LMR8]: Very good.

Commented [LMR9]: Wordy.

Commented [LMR10]: Prefer to remain politically neutral.

Commented [LMR11]: Well said.

Commented [LMR12]: Ok. I like the rationale 😊

Commented [LMR13]: And alternatives perhaps? Very good effort and thinking 😊